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# Electronic Filing System (EFS) Data

## Electronic Patent Application Submission

### USPTO Use Only

EFS ID: 61711

Application ID: 10799712



Title of Invention:  
INTELLIGENT CALL ROUTING FOR  
CROSS-SELL OFFER SELECTION  
BASED ON OPTIMIZATION  
PARAMETERS AND/OR ACCOUNT  
LEVEL DATA

First Named Inventor: Lizhi MA et al.

Domestic/Foreign Application: Domestic Application

Filing Date: 2004-03-15

Effective Receipt Date: 2004-05-28

Submission Type: Information Disclosure  
Statement

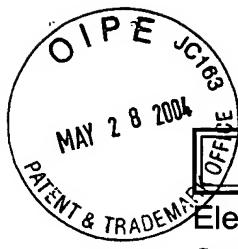
Filing Type:

Confirmation number: 8969

Attorney Docket Number: 47004.000280

Total Fees Authorized:

Digital Certificate Holder: cn=Stephen Terry Schreiner,ou=Registered Attorneys,ou=Patent and  
Trademark Office,ou=Department of Commerce,o=U.S. Government,c=US  
Certificate Message Digest: 00e9ec7a873f7259004f334f9cd153bb5741bda6



## TRANSMITTAL

Electronic Version v1.1

Stylesheet Version v1.1.0

Title of Invention	INTELLIGENT CALL ROUTING FOR CROSS-SELL OFFER SELECTION BASED ON OPTIMIZATION PARAMETERS AND/OR ACCOUNT LEVEL DATA	
Application Number:	10/799712	
Date:	2004-03-15	
First Named Applicant:	Lizhi MA et al.	
Confirmation Number:	8969	
Attorney Docket Number:	47004.000280	
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Submitted by:	Elec. Sign.	Sign. Capacity
Stephen Schreiner Registered Number: 43,097	Stephen Schreiner	Attorney
Documents being submitted us-ids	Files 3rdIDSfor47004.280CAT2and5-usidst.xml us-ids.dtd us-ids.xsl	
Comments		



## ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of Invention	INTELLIGENT CALL ROUTING FOR CROSS-SELL OFFER SELECTION BASED ON OPTIMIZATION PARAMETERS AND/OR ACCOUNT LEVEL DATA
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Application Number: 10/799712



Confirmation Number: 8969

First Named Applicant: Lizhi MA et al.

Attorney Docket Number: 47004.000280

Search string: ( 6175563 or 6301351 or 6311231 or 6327359 or 6330327 or 6038552 or 6301567 or 6513018 or 6597775 or 5878130 or 5898762 or 5917893 or 5974120 or 6049811 or 6134315 or 20020029154 or 20020049691 ).pn.

### US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
	1	6175563	2001-01-16	Miloslavsky			
	2	6301351	2001-10-09	King			
	3	6311231	2001-10-30	Bateman et al.			
	4	6327359	2001-12-04	Kang et al.			
	5	6330327	2001-12-11	Lee et al.			
	6	6038552	2000-03-14	Fleischl et al.			
	7	6301567	2001-10-09	Leong et al.			
	8	6513018	2003-01-28	Culhane			
	9	6597775	2003-07-22	Lawyer et al.			
	10	5878130	1999-03-02	Andrews et al.			
	11	5898762	1999-04-27	Katz			
	12	5917893	1999-06-29	Katz			
	13	5974120	1999-10-26	Katz			
	14	6049811	2000-04-11	Petruzzi et al.			
	15	6134315	2000-10-17	Galvin			

## US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications

init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
	1	20020029154	2002-03-07	Majoer, Johannes W.F.			
	2	20020049691	2002-04-25	Majoer, Johannes W.F.			

## Signature

Examiner Name	Date